



Questions? Go to ncmedicaidplans.gov. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). The call is free. We can speak with you in other languages.

NOTICE TO HEALTH PLAN MEMBER WHO MAY NO LONGER ENROLL (EXCLUDED) AND WILL NOW BE NC MEDICAID DIRECT

NC Medicaid 20210106 v1.0

Patricia A. Jones
1234 Any Main Street
Raleigh, NC 27603-1000

March 1, 2021

Dear Patricia A. Jones:

You are now in NC Medicaid Direct

The people below will get health care services through NC Medicaid Direct starting on the date listed. Due to this change, you cannot choose a health plan. This change is because [\[reason\]](#).

Name / ID Number	Health Plan / Start Date
Patricia A. Jones XXX-XX-XXXX	NC Medicaid Direct July 1, 2021

What happens next?

You will get a new ID card and details in the mail. Use the health plan you are in now until your NC Medicaid Direct starts. If you need to see a doctor before you get your new ID card, bring this letter with you to your visit.

What may change?

You will get your same Medicaid services through NC Medicaid Direct. But, you cannot choose a health plan. To learn more, call **1-888-245-0179**. We can also tell you about community services you may be able to get.

More on back ►

Questions?

We can help. Go to ncmedicaidplans.gov. You can also use the “chat” tool on the website. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588), 7 a.m. to 5 p.m., Monday through Saturday. The call is free. You may need your Medicaid ID number when you call or go to the website.

Thank you,
NC Medicaid Team

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